

# SPA SOLUTION CENTER

Always read product labels carefully before use.

POSSIBLE CAUSE	SOLUTION	PREVENTATIVE MAINTENANCE
<b>CLOUDY, DULL WATER</b>		
<b>Dirty filter</b>	Clean filter with <b>Rendezvous™ Minute Rinse</b> .	<b>Rendezvous Spa Clarifier</b> used weekly (30 ml per 1000 L) will help the filter remove small particles that cloud water. Clean filter as needed.
<b>pH balance and total alkalinity are incorrect</b>	Test pH and alkalinity. Adjust levels using <b>Rendezvous Spa Increase</b> , <b>Spa Decrease</b> or <b>Alkalinity Up</b> . Lock in pH level between 7.2 and 7.8 range with <b>Rendezvous pH Magic®</b> water balancer until spa is refilled.	When spa is refilled, add <b>pH Magic</b> (1.36 kg per 2000 L) to lock in correct pH level.
<b>Excessive organic contaminants</b>	Shock treat with <b>Activate</b> to destroy contaminants. Treat with <b>GLB™ Natural Clear™</b> clarifier to break down oily water.	Add a dosage of <b>Activate</b> (60 g per 1000 L) to shock treat and regenerate the bromine sanitizer. Add <b>GLB Natural Clear</b> clarifier (15 ml per 1000 L) weekly to prevent oily build-up.
<b>Dissolved chemical solids in water</b>	Use <b>Spa Clarifier</b> to help filter remove small particles.	Once a week or whenever the spa water appears cloudy, add <b>Spa Clarifier</b> (30 ml per 1000 L).
<b>Calcium too high (hard water)</b>	Use <b>Protect Plus</b> clarifier regularly. Replace some of the water.	Add <b>Protect Plus</b> (30 ml per 1000 L) weekly to inactivate dissolved minerals in the water.
<b>CLOUDY, GREEN WATER</b>		
<b>Low alkalinity level</b>	Add <b>Alkalinity Up</b> .	Test often and maintain total alkalinity level of 80 – 120 ppm.
<b>Low sanitizer level</b>	Test and adjust sanitizer level, shock with <b>Activate</b> .	Shock treat with <b>Activate</b> (125 g per 1000 L). Maintain sanitizer level of 3 – 5 ppm.
<b>BROWN WATER</b>		
<b>High iron or manganese content</b>	Use <b>Protect Plus</b> clarifier.	Use <b>Protect Plus</b> clarifier (30 ml per 1000 L) to suspend and inactivate minerals that cause water discoloration.
<b>CLEAR, GREEN WATER</b>		
<b>High copper or iron content</b>	Use <b>Protect Plus</b> clarifier.	Use <b>Protect Plus</b> clarifier (30 ml per 1000 L) to suspend and inactivate minerals that cause water discoloration.
<b>CHALKY, WHITE SCALE DEPOSITS</b>		
<b>Mineral deposits in water</b>	Use <b>Protect Plus</b> clarifier. Check water balance and adjust as needed.	Add <b>Protect Plus</b> clarifier (30 ml per 1000 L) weekly to prevent calcium scale formation.

POSSIBLE CAUSE	SOLUTION	PREVENTATIVE MAINTENANCE
<b>SKIN AND EYE IRRITATION</b>		
<b>Excessive organic contaminants</b>	Shock treat with <b>Activate</b> .	Shock treat with <b>Activate</b> (125 g per 1000 L) weekly.
<b>pH too low or too high</b>	Test pH and alkalinity. Adjust levels using <b>Spa Increase</b> or <b>Spa Decrease</b> .	Use <b>pH Magic</b> water balancer (1.36 kg per 2000 L) to lock in correct pH levels.
<b>ODOR</b>		
<b>Excessive organic contaminants</b>	Shock treat with <b>Activate</b> . Use <b>GLB Natural Clear</b> clarifier to prevent oily build-up.	Shock treat with <b>Activate</b> (125 g per 1000 L) at least once a week to destroy organic contaminants.
<b>FOAMING</b>		
<b>High concentration of chemicals, body oils, cosmetics and other contaminants due to heavy bather load</b>	Use <b>Foam Out</b> . Shock treat with <b>Activate</b> .	Shock treat with <b>Activate</b> (125 g per 1000 L) at least once a week to destroy organic contaminants. Drain and refill spa at least every 90 days.
<b>Calcium hardness too low</b>	Adjust calcium hardness to raise level.	Test and adjust to maintain recommended water balance levels.
<b>PITTING OF METAL FIXTURES OR PLASTER SPA SURFACES</b>		
<b>pH and/or total alkalinity too low</b>	Adjust total alkalinity and pH balance of water with <b>Spa Increase</b> and <b>Alkalinity Up</b> .	Test and adjust as necessary to maintain pH level of 7.2 – 7.8 and total alkalinity of 100 – 120 ppm. When spa is refilled with fresh water, add <b>pH Magic</b> water balancer (1.36 kg per 2000 L) to lock in the correct pH level.
<b>SCUM DEPOSITS ON WATERLINE</b>		
<b>Body oils and dirt</b>	Use <b>GLB Natural Clear</b> clarifier regularly to reduce scum and odor-causing oils, lotions and organic materials in the water.	Add <b>GLB Natural Clear</b> clarifier (15 ml per 1000 L) once a week to remove scum lines and protect filter from oily build-up and clogging.

## Spa Care GUIDE



RENDEZVOUS  
CANADA

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# WELCOME TO RENDEZVOUS™ SPA CARE

This easy-to-use reference guide will walk you through how to care for your spa from the day you fill it through months to come.

To get started, you will need to know the size of your spa.

My spa is \_\_\_\_\_ Litres

(Ask your retailer or refer to your spa's manual for this measurement.)

As you care for your spa, please keep in mind that a spa is not merely a small swimming pool. Due to the higher water temperature and smaller amount of water in a spa, four people in a spa is equivalent to 300 individuals in a backyard swimming pool. For this reason, it is very important to maintain your spa to ensure it is clean and properly sanitized.

A key part of this maintenance is keeping your water "in balance." Keeping water chemistry balanced will prevent the water from becoming corrosive or forming scale deposits, both of which can damage spa equipment.

## YOUR SPA WATER SHOULD ALWAYS RANGE IN THE FOLLOWING CHEMISTRY LEVELS:

pH: 7.2 – 7.8

Total Alkalinity: 100 – 120 ppm (parts per million)

Chlorine or Bromine Sanitizer Level: 3 – 5 ppm

Calcium Hardness: 150-200 ppm

## When caring for your spa, keep these precautions in mind:

- Never heat your spa water above 40° C. This could cause serious health hazards.
- Always shower before using the spa.
- Always read label directions prior to using a product and use only as directed.
- Never add chemicals to the water when people are in the spa.
- Never add chemicals through the skimmer system. Carefully distribute the chemical by pouring it in the center of the spa with the circulation system running.
- Never mix one chemical with another chemical prior to adding it to the water.
- Allow several minutes to pass before adding another chemical to spa water.
- Store chemicals in a cool and dry location out of direct sunlight.

## SPA START UP

### Fill the Spa

1. Have a professional spa retailer test the water you will be using to fill your spa. Testing the water for pH, total alkalinity and calcium hardness will inform you about any water balance adjustments you may need to make.
2. Check that your filter is clean. If it is not clean, use **GLB™ Filter Fresh™** filter cleaner according to the label directions. Soak filter overnight if necessary.
3. Begin filling the spa. As the spa is being filled, add 60 ml of **Rendezvous Protect Plus** clarifier per 1000 L. This sequestering agent will prevent minerals in the water from staining spa surfaces and it contains a clarifying agent to gather small particles and leave spa water sparkling.

### Balance the Water

1. Test the pH and total alkalinity levels of the spa water with **GLB 4-Way Test Strips**. Add **Rendezvous Spa Increase** or **Spa Decrease** to adjust the pH level into the ideal range of 7.2 – 7.8. Once the pH level is in the ideal range, adjust the total alkalinity level to an ideal range of 100 – 120 ppm (parts per million) with **Rendezvous Alkalinity Up**.
2. When both the pH and alkalinity are in their ideal ranges, use **Rendezvous pH Magic®** water balancer to lock in the pH and alkalinity level until the next time you refill or add water to the spa.

### Add Sanitizer

1. Now begin disinfecting the water.
  - If you are using the Bromine system, see "Bromine Tablet Float Directions for Use" enclosed in the kit.
  - If you are using the **Rendezvous Enhance®/Activate** system, add 125 ml of **Rendezvous Enhance** per 1000 L of spa water and then add 125 g of **Rendezvous Activate** per 1000 L of water. The addition of **Activate** literally "activates" the bromide in the water into active bromine sanitizer.
2. After adding a sanitizer, circulate the spa water and test your sanitizer level with **GLB 4-Way Test Strips**. The bromine or chlorine level should read between 3 – 5 ppm.

## EASY MAINTENANCE

Identify which of the two sanitizing systems you are using and follow the program below:

ENHANCE/ACTIVATE	BROMINE
<b>EVERY DAY OF THE 3-DAY PROGRAM...</b>	
<ul style="list-style-type: none"> <li>• Test pH, total alkalinity and sanitizer levels with <b>4-Way Test Strips</b> and adjust levels as necessary.</li> <li>• After each spa use, add 60 g of <b>Activate</b> per 1000 L of water.</li> </ul>	<ul style="list-style-type: none"> <li>• Test pH, total alkalinity and sanitizer levels with <b>4-Way Test Strips</b> and adjust levels as necessary.</li> <li>• Replenish bromine floater as needed.</li> </ul>
<b>MONDAY...</b>	
<ul style="list-style-type: none"> <li>• Add 30 ml <b>Rendezvous Protect Plus</b> clarifier per 1000 L of water to prevent stains and scale.</li> <li>• Add 30 ml of <b>Rendezvous Spa Clarifier</b> per 1000 L of water to clear and prevent cloudy water.</li> </ul>	<ul style="list-style-type: none"> <li>• Add 30 ml <b>Rendezvous Protect Plus</b> clarifier per 1000 L of water to prevent stains and scale.</li> <li>• Add 30 ml of <b>Spa Clarifier</b> per 1000 L of water to clear and prevent cloudy water.</li> </ul>
<b>FRIDAY...</b>	
<ul style="list-style-type: none"> <li>• Add 30 ml <b>Enhance</b> per 1000 L of water to maintain bromide reserve.</li> <li>• Add 15 ml <b>GLB Natural Clear™</b> clarifier per 1000 L of water to break down oils and lotions and to prevent scum lines.</li> </ul>	<ul style="list-style-type: none"> <li>• Add 60 g <b>Activate</b> per 1000 L of water to shock treat spa water.</li> <li>• Add 15 ml <b>GLB Natural Clear</b> clarifier per 1000 L of water to break down oils and lotions and prevent scum lines.</li> </ul>

**NOTE:** This program is designed for an average residential spa with average usage. It is not intended for commercial or public spas. If your spa is used more than two hours a day three times per week by more than 2 people, you should test your spa water and make chemical additions more often than suggested.



## ADDITIONAL TIPS

- Occasionally, use small amounts of **Rendezvous Foam Out** to reduce foaming when it occurs.
- Clean filter regularly with **GLB Filter Fresh™** filter cleaner or for fast cleaning, use spray-on **Rendezvous Minute Rinse**.
- Change spa water every 90 days (follow guidance from your professional Rendezvous retailer).
- Take a sample of your spa water to your professional Rendezvous retailer.



## AROMATHERAPY



Combining the benefits of aromatherapy with the natural relaxation of a spa or bath, **being®** aromatherapy blends excites the senses and stimulates the soul. Simply pour **being** aromatherapy into a spa or bath. As it mixes with the water, a light, natural essence is released, delivering the benefits associated with each blend.

2 to 3 capfuls is the recommended dose for the average size spa (1500 Litres). The user may want to use more or less depending upon the desired intensity of the blend. Note that overdosing any product, including **being**, may lead to cloudy water.